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## INFORMATION UPDATE: 3-15-99

- **IMPORTANT INFORMATION FOR EEs. Spread the Word to your CAAs.** Information Updates are mailed only to the Enrollment Entity referral contact identified on RHA's database. As this information relates to all staff who provide application assistance, please forward a copy of this Update to the CAAs linked with your enrolling organizations.
- **NATIONAL OUTREACH ADS FOR CHILDREN'S HEALTH COVERAGE.** San Francisco, San Diego and Los Angeles have been targeted to receive additional radio advertising from a new campaign sponsored by the National Governors' Association. Other national advertising that will be heard statewide features English and Spanish radio and TV PSAs with the tagline, "Insure your kids now. Call 1-877-KIDS-NOW, 1-877-543-7669." This national toll-free number will automatically connect callers from California to the HFP and MCC toll-free information service (1-888-747-1222).
- **OPEN ENROLLMENT.** Each year, the Healthy Families Program allows families to change their current selection of health, dental and vision plans for their children. This period of time is called "open enrollment" and is held every year from April 15 through May 31. Any change in plan selection will be effective July 1 and will be confirmed in a letter to the family. The open enrollment packet will be mailed to the family and include only the plan choices available in the area of residence. If a family elects to make no changes and the current plan remains available, no action is needed and the form can be discarded. All plan choices, monthly premiums and household information will be pre-printed for the family on the open enrollment transfer request form. For this reason, it is important to have the child's current address. *Please remind families to notify the Healthy Families Program immediately, at 1-800-880-5305, if they have a change of address.*
- **ANNUAL ELIGIBILITY REVIEW: Healthy Families Program.** The Healthy Families Program offers a continuous twelve-month eligibility period based on the last enrollment date of a child in the household. This is called the "anniversary date." Sixty days before the anniversary date, an annual eligibility review packet will be mailed to the applicant. This packet will contain pre-printed information, such as names of adults and children living in the household and their address. The applicant will be required to submit information on the current household size and income of the residence in which the child lives. The Annual Eligibility Review Form must be received ten days prior to the anniversary date. If a new child has entered the home, or an existing member of the family is now eligible to apply, a separate Adding New Children Form must be completed and submitted to add this child.

**ANNUAL ELIGIBILITY REDETERMINATION: Medi-Cal.** The Medi-Cal Program also requires an annual eligibility review, called an annual redetermination. If a family has children enrolled in the no-cost Medi-Cal Program, the county Medi-Cal eligibility worker will send a redetermination letter and packet to the family for those children 45 days prior to the end of the eligibility period. In order to continue no-cost Medi-Cal coverage for those children, the parent/caretaker must complete the Medi-Cal forms in the redetermination packet and provide the necessary documents to the county. If there are questions regarding the Medi-Cal Program requirements or the forms in the redetermination packet, you may refer the parent/caretaker back to his/her Medi-Cal eligibility worker. The eligibility worker's name and telephone number are on the Medi-Cal annual redetermination notice.

**Important Note:** A reimbursement fee of \$25 will be paid for assistance in completing the Annual Eligibility Review Form for *Healthy Families*. A fee of \$50 will be paid for assistance in completing the Adding New Children Form. CAAs may assist families with completing their *Medi-Cal* forms, however **CAAs will not receive reimbursement for assisting with Medi-Cal redeterminations.**

- **QUESTIONS ON A FAMILY'S APPLICATION STATUS?** Families may call regarding the status of their applications. For inquiries regarding the status of a Medi-Cal application, applicants must call their county Department of Public Social Services. For inquiries on the status of a Healthy Families application, applicants may call EDS at 1-800-880-5305.
- **NEW ALTERNATIVE FOR INCOME VERIFICATION.** **Healthy Families** applicants now have the option of verifying income by providing either their current month's income OR their previous year's federal income tax return (Form 1040). These changes extend the option of utilizing the federal income tax form 1040 to salaried and/or wage-earning employees, and those who receive unearned income.
- If an applicant submits his/her previous year's tax return to verify income, total all positive amounts in the "Income" section of the federal tax return. This total is the gross annual income. If there is a negative amount on any of the lines (i.e. business loss), use "zero" as the amount. Income or business losses are not to be subtracted from positive gross income. Divide the gross annual income by 12. The result is the averaged monthly income of the person(s) reporting income on the tax return. The treatment of self-employment income remains the same.
- **PRINT ADS FOR EE/CAA CUSTOMIZING.** Healthy Families/Medi-Cal for Children black and white print ads are available beginning March 15 for EE/CAA's use. The ads, 8" long x 6 1/2 " wide, created in English (featuring an African American family), Spanish, Vietnamese, Chinese and Cambodian, have a space for EEs/CAAs to add the name and phone number of the organization. Ads can be ordered by calling 916-446-9909 ext. 242 or 260. Please be sure to give: your name, your organization name, address and phone number, citing name of publication where the ad will be placed and the language(s) requested. The camera-ready artwork for the ads will be provided free of charge. However, EEs/CAAs will be responsible for paying any costs associated with placing the ads in publications as well as forwarding the artwork to the publications and working with them to customize the ads.
- **BANNERS AVAILABLE FOR PURCHASE.** Banners and signs for Healthy Families and Medi-Cal for Children are available for purchase in Spanish and English in various sizes and materials. Banners and signs can be displayed at your organization, clinic or at special events and are suitable for indoor and outdoor use. Please order directly from Chroma Copy by calling 213-617-1000, ext. 3009.
- **PROGRAM INFORMATION NOW ON THE INTERNET.** Find out who the Healthy Families providers are in your county: [www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov).
- **STATE CONTRACT INFORMATION ON THE INTERNET.** Find out about contracts available from the State for which your organization may be eligible to apply : [www.dhs.ca.gov/mcs/omcp/index.htm](http://www.dhs.ca.gov/mcs/omcp/index.htm).
- **HAVEN'T RECEIVED REIMBURSEMENT PAYMENTS?** Over two hundred entities have not yet returned their W-9 forms to EDS. It's tax time again, and California law requires a completed W-9 form for any organization or individual that receives payments for the Healthy Families and Medi-Cal for Children programs. EDS must have a form on file for your organization before issuing any further reimbursement payments. You can request a W-9 form from EDS. Call them at 1-888-747-1222 and press the star "\*" key for the Reimbursement Payment department.
- **PLEASE PRESS THE STAR "\*" KEY.** When calling EDS to inquire about a reimbursement payment, please call 1-888-747-1222, and press the star "\*" key. Pressing the star "\*" key will allow your call to bypass the outreach operators, and will connect you directly with the EDS Reimbursement Payment Department. The outreach operators cannot help with questions about reimbursement payments, and they will only transfer your call back to the Reimbursement Payment Department phone line.

## A HEALTHIER TOMORROW STARTS TODAY